

FIG.1

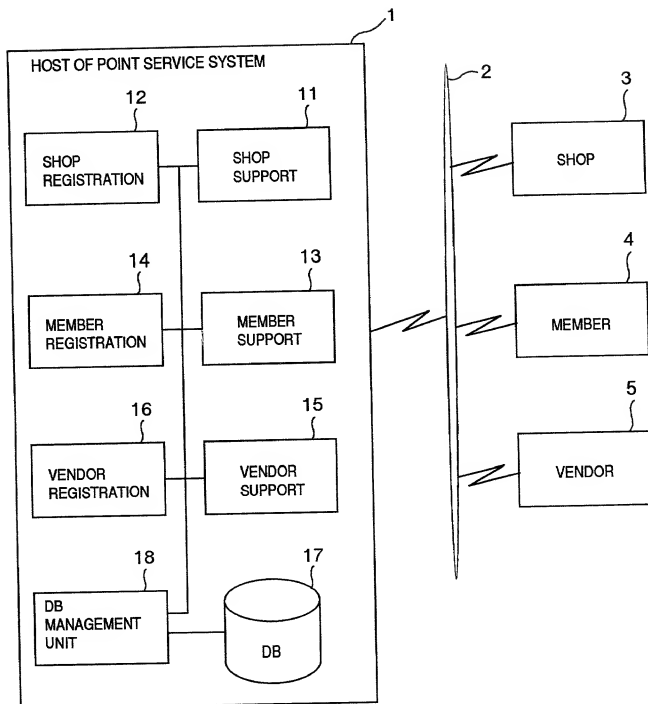


FIG.2

(a) SHOP LIST

SHOP ID	SHOP KEY	CONTRACT TERM				
SERVICE ID	SERVICE NAME	POINT NUMBER	PROVIDING TERM	REMAINING NUMBER	POINT EFFECTIVE TERM	MESSAGE

(b) VENDOR LIST

VENDOR ID	VENDOR KEY	CONTRACT TERM				
PREMIUM ID	PREMIUM NAME	POINT NUMBER	PROVIDING TERM	REMAINING NUMBER	POINT EFFECTIVE TERM	MESSAGE

(c) MEMBER LIST

MEMBER ID	MEMBER KEY	CONTRACT TERM	ACCUMULATED POINT NUMBER	BELONGING TO FAMILY ?	FAMILY ID
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(d) FAMILY LIST

FAMILY ID	MEMBER NUMBER	ACCUMULATED POINT NUMBER	PRESENCE OF BOSS NUMBER ?	BOSS MEMBER ID
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FIG.3

(a) POINT USING RULE FOR SHOP

SERVICE PRICE RANGE	MINIMUM POINT	MAXIMUM POINT	BONUS POINT	BONUS LONGEST PERIOD
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(b) POINT USING RULE FOR VENDOR

PREMIUM PRICE RANGE	MINIMUM POINT	MAXIMUM POINT	BONUS POINT	BONUS LONGEST PERIOD
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(c) CONTRACT TERM EXPIRATION NOTICE RULE FOR SHOP

TERM EXPIRATION NOTICE TIME 1	TERM EXPIRATION NOTICE TIME 2	NOTICE SUPPRESSING CONDITION 1	NOTICE SUPPRESSING CONDITION 2
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(d) CONTRACT TERM EXPIRATION NOTICE RULE FOR VENDOR

TERM EXPIRATION NOTICE TIME 1	TERM EXPIRATION NOTICE TIME 2	NOTICE SUPPRESSING CONDITION 1	NOTICE SUPPRESSING CONDITION 2
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(e) CONTRACT TERM EXPIRATION NOTICE RULE FOR MEMBER

TERM EXPIRATION NOTICE TIME 1	TERM EXPIRATION NOTICE TIME 2	NOTICE SUPPRESSING CONDITION 1	NOTICE SUPPRESSING CONDITION 2
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(f) TRANSACTION TRACE INFORMATION

OCCURRENCE DATE	OCCURRENCE TIME	TRANSACTION NUMBER	TRANSACTION TYPE	MEMBER ID	MEMBER KEY	COMMENTS
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(g) POINT SERVICE USING INFORMATION FOR SHOP

SHOP ID	TOTAL NUMBER OF TRANSACTIONS	TOTAL NUMBER OF PROVIDED POINTS	INITIAL TRANSACTION DATE	LAST TRANSACTION DATE
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(h) POINT SERVICE USING INFORMATION FOR VENDOR

VENDOR ID	TOTAL NUMBER OF TRANSACTIONS	TOTAL NUMBER OF OBTAINED POINTS	INITIAL TRANSACTION DATE	LAST TRANSACTION DATE
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(i) POINT SERVICE USING INFORMATION FOR MEMBER

MEMBER ID	TOTAL NUMBER OF TRANSACTIONS	TOTAL NUMBER OF OBTAINED POINTS	TOTAL NUMBER OF CONSUMED POINTS	INITIAL TRANSACTION DATE	LAST TRANSACTION DATE
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(j) POINT SERVICE USING INFORMATION FOR FAMILY

FAMILY ID	TOTAL NUMBER OF TRANSACTIONS	TOTAL NUMBER OF OBTAINED POINTS	TOTAL NUMBER OF CONSUMED POINTS	INITIAL TRANSACTION DATE	LAST TRANSACTION DATE
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FIG.4

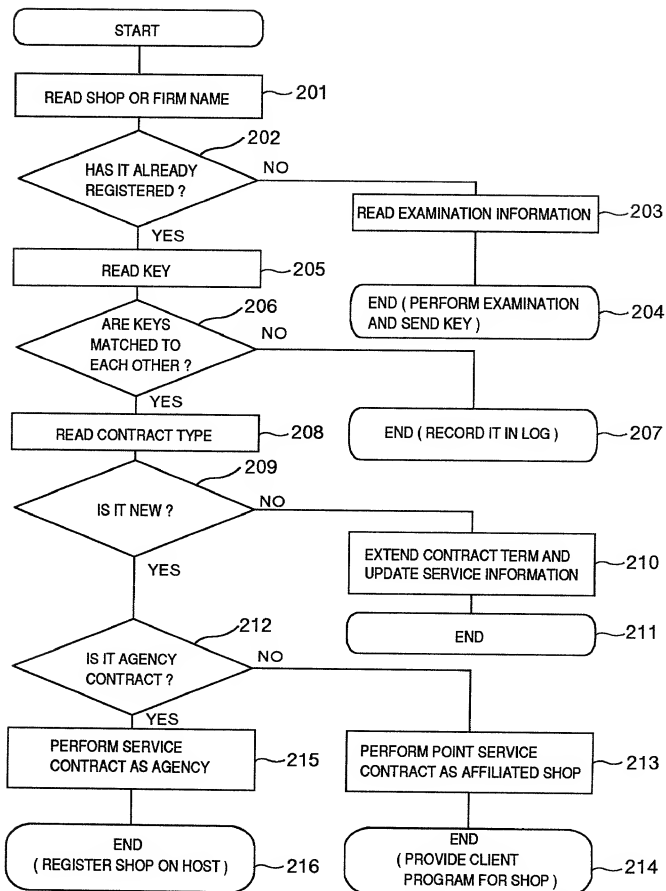


FIG.5

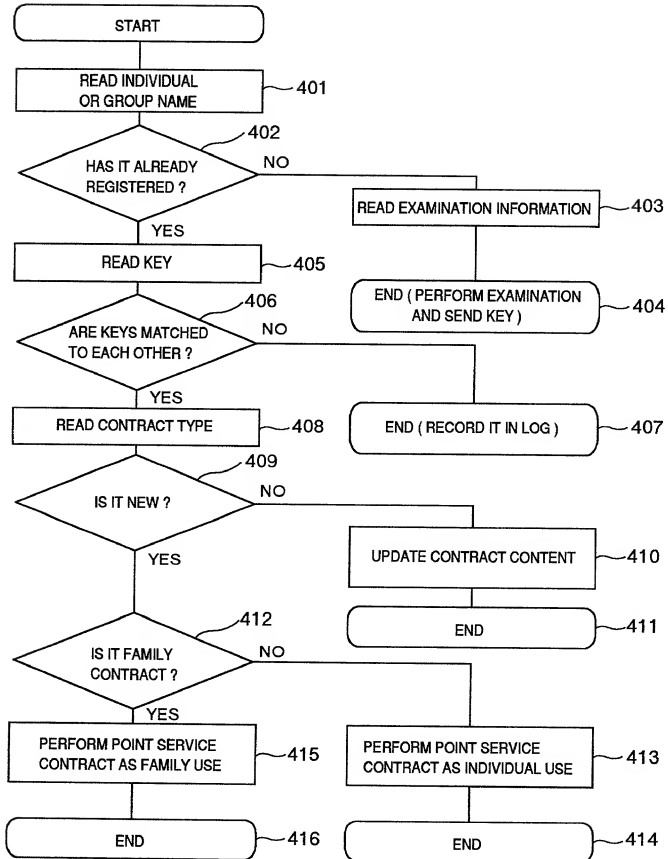


FIG.6

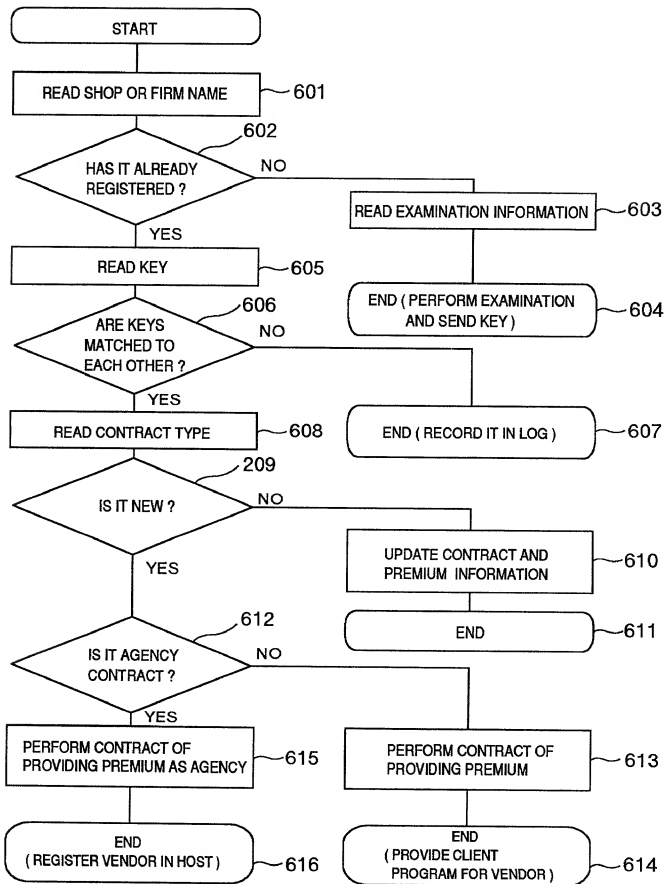


FIG.7

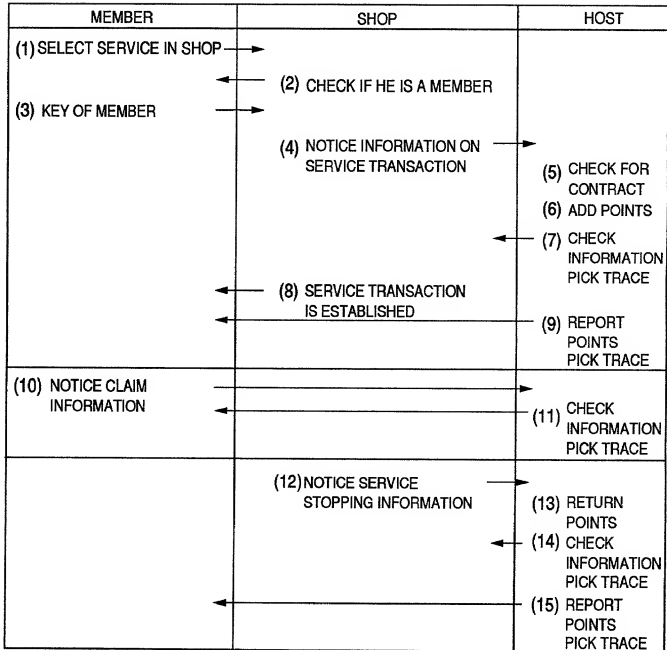


FIG.8

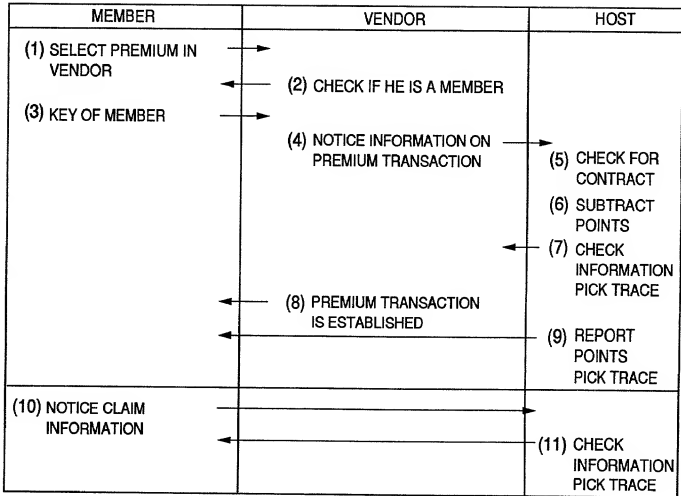


FIG.9

(a) SERVICE TRANSACTION INFORMATION (SHOP TO HOST)

MEMBER ID	MEMBER KEY	SHOP ID	SHOP KEY
SERVICE ID	NUMBER OF PROVIDING POINTS	TERM OF SERVICE PROVISION	REMAINING NUMBER OF SERVICE
ADOPTION OF BONUS POINT	CURRENT EFFECTIVE TERM OF POINT	COMMENTS	

(b) REPORT ON POINTS IN ASSOCIATION WITH SERVICE TRANSACTION (HOST TO MEMBER)

MEMBER ID	TRANSACTION DATE	SHOP ID	SERVICE ID
NUMBER OF OBTAINED POINTS	USE OF FAMILY	NUMBER OF ACCUMULATED POINTS	

(c) CLAIM INFORMATION (MEMBER TO HOST)

MEMBER ID	MEMBER KEY	SHOP ID	SERVICE ID
TRANSACTION DATE	SIGNIFICANCE	COMMENTS	

(d) SERVICE STOPPING INFORMATION (SHOP TO HOST)

MEMBER ID	MEMBER KEY	SHOP ID	SERVICE ID
TRANSACTION DATE	SIGNIFICANCE	COMMENTS	

(e) REPORT ON POINTS IN ASSOCIATION WITH SERVICE STOPPING INFORMATION (HOST TO MEMBER)

MEMBER ID	TRANSACTION DATE	SHOP ID	SERVICE ID
NUMBER OF RETURN POINTS	USE OF FAMILY	NUMBER OF ACCUMULATED POINTS	

(f) PREMIUM TRANSACTION INFORMATION (VENDOR TO HOST)

MEMBER ID	MEMBER KEY	VENDOR ID	VENDOR KEY
PREMIUM ID	NUMBER OF CONSUMED POINTS	TERM OF PREMIUM PROVISION	REMAINING NUMBER OF PREMIUMS
ADOPTION OF BONUS POINT	CURRENT EFFECTIVE TERM OF POINTS	COMMENTS	

(g) REPORT ON POINTS IN ASSOCIATION WITH PREMIUM TRANSACTION (HOST TO MEMBER)

MEMBER ID	TRANSACTION DATE	VENDOR ID	PREMIUM ID
NUMBER OF CONSUMED POINTS	USE OF FAMILY	NUMBER OF ACCUMULATED POINTS	

FIG.10

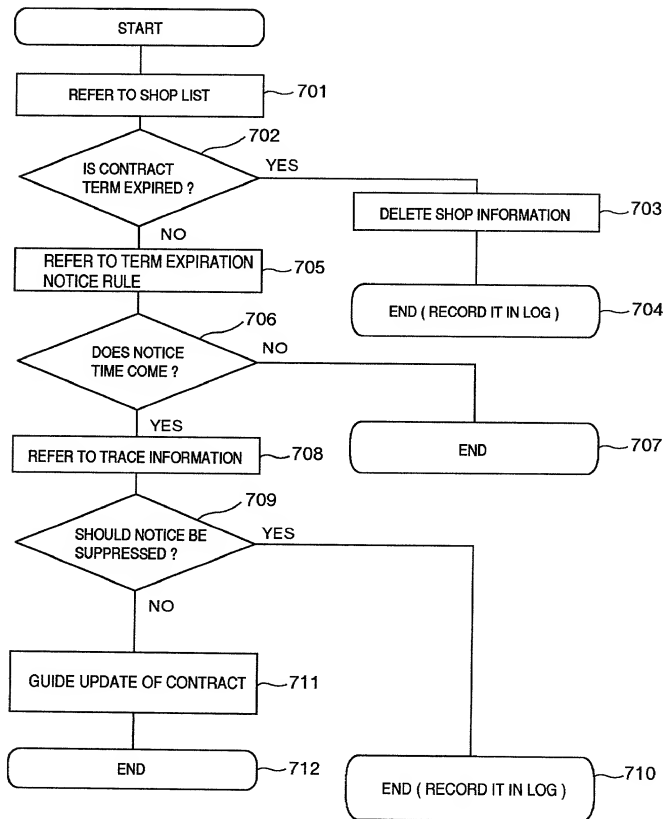


FIG.11

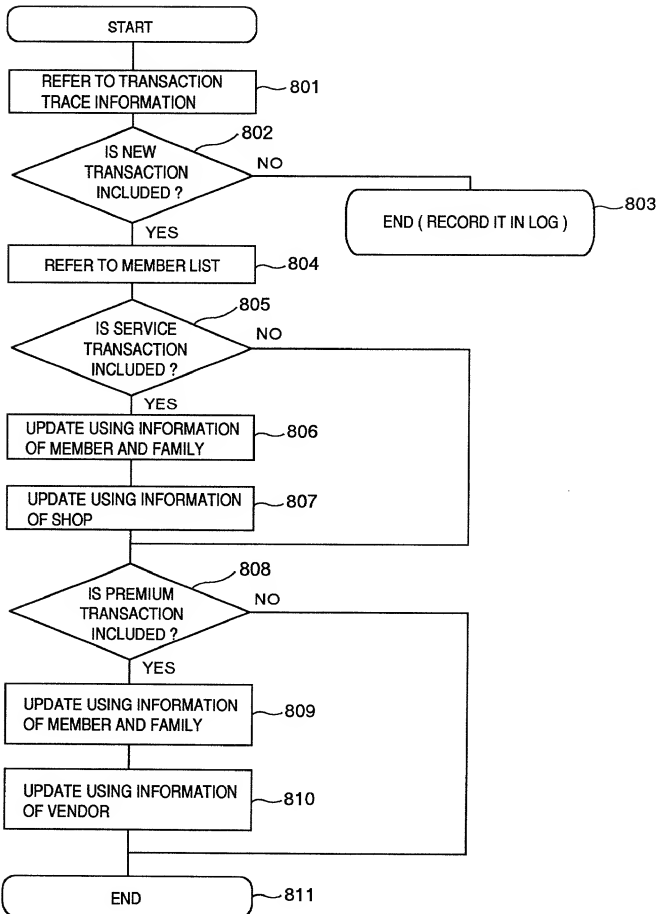


FIG.12

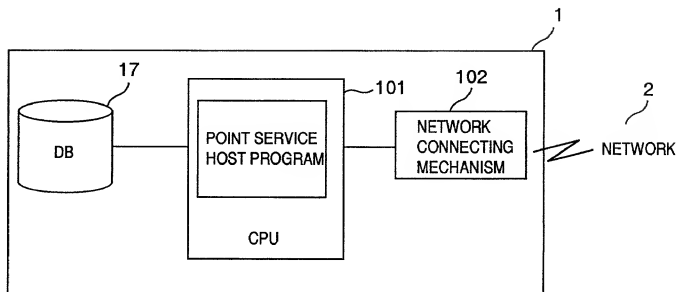


FIG.13

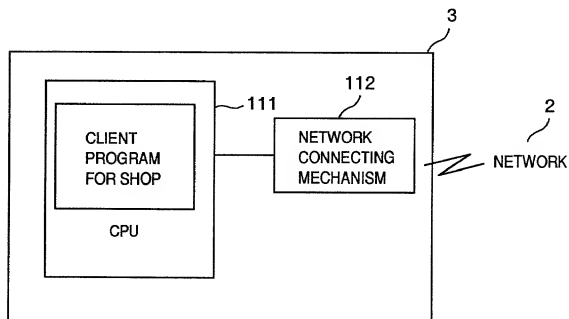


FIG.14

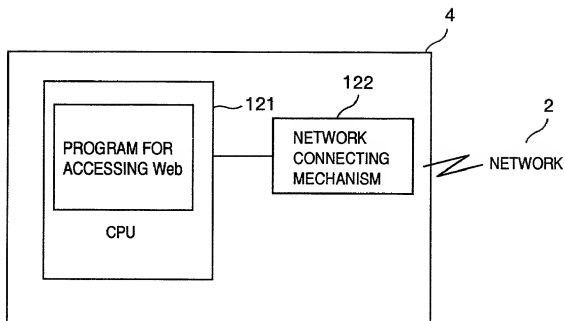


FIG.15

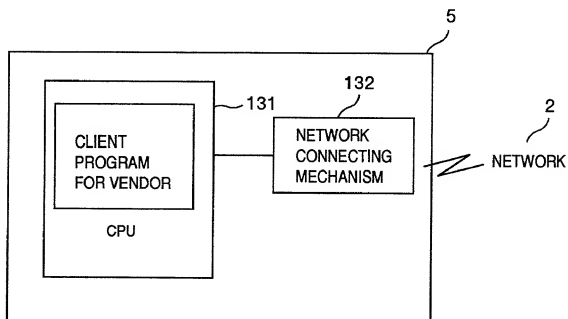
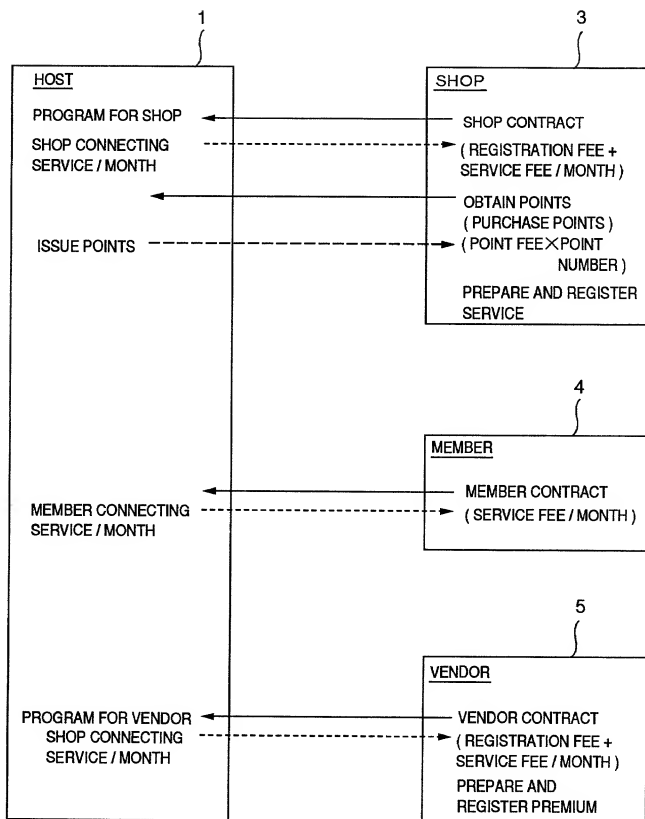


Figure 1. Schematic representation of the experimental design. The first part of the experiment consisted of a familiarization phase, followed by a training phase, and a test phase. The second part of the experiment consisted of a familiarization phase, followed by a training phase, and a test phase. The third part of the experiment consisted of a familiarization phase, followed by a training phase, and a test phase.

Figure 1. Schematic representation of the experimental design. The first part of the experiment consisted of a familiarization phase, followed by a training phase, and a test phase. The second part of the experiment consisted of a familiarization phase, followed by a training phase, and a test phase. The third part of the experiment consisted of a familiarization phase, followed by a training phase, and a test phase.

FIG.18



PAYMENT —————→
 PROVISION OF SERVICE - - - - -→
 MOVEMENT OF POINTS - - - - -→

FIG.19

